IP Office Basic Edition

Quick Mode T7208 Phone User Guide

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Chapter 1.
T7208 Telephone

1. T7208 Telephone

This guide covers operation of a T7208 phone on an IP Office Basic Edition - Quick Mode phone system.

1.1 Which Telephone System?

The IP Office telephone system can operate in a number of modes. This guide is for a system operating in IP Office Basic Edition - Quick Mode.

To check what system you are one, press **Feature 9*80**. If your system is a IP Office Basic Edition - Quick Mode system. Instead the display will show the software level the system is using. If you hear an error tone, contact your system administrator to obtain the appropriate T7208 user guide

1.2 Programmable Buttons

Your phone has a number of programmable buttons. In addition to any **Intercom**, **Call Appearance** or **Line Appearance** buttons already assigned to the buttons, your system administrator can assign functions to the programmable buttons.

The phone system can also operate in one of two modes; key system mode or PBX system mode. Your system administrator will confirm the mode being used by your system. The mode being used automatically sets the role of some of the programmable buttons on your phone.

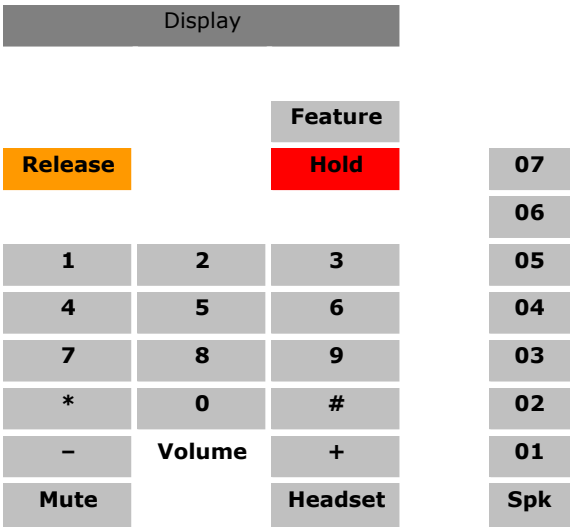
Key System Mode

- **Intercom Buttons**
  The first two programmable buttons are set as **Intercom** buttons and cannot be changed. These buttons are used to make and receive internal calls.
- **Line Appearance Buttons**
  Some additional buttons are set as line buttons by your system administrator. These buttons are used to make and receive external calls. Your system administrator can adjust the number of line appearance buttons on your phone and which lines they represent.
- **Other Buttons**
  Any remaining buttons can be programmed for a range of features. This is done by your system administrator or by yourself through the phone's menus. For more information refer to the Quick Mode Phone Base Administration manual.

PBX System Mode

- **Call Appearance Buttons**
  For a system in PBX system mode, the first three programmable buttons are set call appearance buttons. These buttons are used to make and receive internal and external calls.
- **Line Appearance Buttons**
  Your system administrator can assign the some buttons as line appearance buttons if required. This allows you to make and answer calls on a specific line if required.
- **Other Buttons**
  Any remaining buttons can be programmed for a range of features. This is done by your system administrator or by yourself through the phone's menus. For more information refer to the Quick Mode Phone Base Administration manual.

T7208 Phone Buttons



1.3 Dialing Codes

The following features can be used by dialing the appropriate number.

Feature	Dial	Summary
Call Pickup	6 <*Extension Number*>	Answer the longest waiting call ringing at an extension.
Group Pickup	66 <*Pickup Group*>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Idle Line Pickup	8 <*Line Number*>	Seize the specified line if it is idle and then make a call using that line.
Active Line Pickup	68 <*Line Number*>	Answer or seize the call on the specified line.
Loudspeaker Paging	70	Page the loudspeaker device attached to the system.
Simultaneous Paging	*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling – Ring	7 <*Calling Group*>	Call the available extensions in one of the calling groups (1 to 4). If your system is running in PBX mode, an additional calling group 5 also exists.
Group Calling – Page	*7 <*Calling Group*>	Page the available extensions in one of the calling groups (1 to 4). If your system is running in PBX mode, an additional calling group 5 also exists.
Group Hunting – Ring	77 <*Hunt Group*>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting – Page	*77 <*Hunt Group*>	Page the first available extension in one of the hunt groups (1 to 6).

1.4 Feature Codes

The following feature codes can be dialed after pressing **Feature**. Many of these features can also be assigned to programmable buttons 36.

- **Account Code Entry** 27**:** *Feature 900*
  This function allows you to enter an account code prior to making a call or during a call.
- **Call Forwarding** 26**:** *Feature 4*
  This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination.
- **Caller ID Inspect:** *Feature 811*
  This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected.
- **Caller Name Display:** *Feature 933*
  This function allows you to swap the display of caller ID name and number information on the phone.
- **Call Log:** *Feature 812*
  This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator.
- **Conference:** *Feature 3*
  Turn the current call and held call into a conference call. The held call can be an existing conference to which you want to add another call.
- **Conference Drop** 21**:** *Feature 934*
  This function allows you to select and drop a call from a conference.
- **Contact Closure 1:** *Feature 9*41*
  This function you to operate the system's contact closure 1 connection which might, for example, be connected to a door control. To use this, you must be a member of the system's contact closure group.
- **Contact Closure 2:** *Feature 9*42*
  This function you to operate the system's contact closure 2 connection. To use this, you must be a member of the system's contact closure group.
- **Do Not Disturb** 27**:** *Feature 85*
  This function allows you to switch do not disturb on or off.
- **Last Number Redial** 14**:** *Feature 5*
  This function allows you to redial the last external number dialed.
- **Personal Speed Dial** 18**:** *Feature *480 to *499*
  Dial the selected personal speed dial number.
- **Transfer** 20**:** *Feature 70*
  Put your current call on hold and make an transfer enquiry call to the number entered. To complete the transfer dial the code again.
- **Recall:** *Feature 71*
  This function allows you to send a recall or hook flash signal.
- **Saved Number Redial:** *Feature 67*
  This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.
- **Serial Number:** *Feature 9*82*
  Displays the feature key number of the System SD card. This is the number used for validation of licenses entered into the system configuration.
- **Station Lock** 27**:** *Feature 936*
  This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.
- **Station Unlock** 27**:** *Feature 937*
  This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension.
- **System Version:** *Feature 9*80*
  Displays the core software level that the system is running.
- **System IP Address:** *Feature 9*81*
  Displays the IP address of the systems LAN port.
- **System Speed Dial** 18**:** *Feature 0600 to 0699*
  Dial the selected system speed dial.

- **VMS Mailbox Transfer** 20**:** *Feature 986*
  This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required.

Chapter 2.
Call Handling

2. Call Handling

2.1 Making Calls

2.1.1 Making Internal Calls

1. If already on a call, end the call (by pressing **Release**) or put it on hold (by pressing **Hold**).
2. Press an idle **Intercom** or **Call Appearance** button.
3. Dial the extension number or the code for the feature you wanted to access. If you put a * in front of the extension number, the system will attempt to make a direct voice call.
4. You will hear the call progress. You can continue the call handsfree or switch to using the handset by lifting it.

2.1.2 Making External Calls

1. If already on a call, end the call (by pressing **Release**) or put it on hold (by pressing **Hold**).
2. Press an idle **Line Appearance** or **Call Appearance** button.
3. Dial the telephone number.
   - If using a **Call Appearance** button, some systems may require you to dialing a specific prefix when making external calls. Your system administrator will inform you if a prefix is required.
   - To dial a personal speed dial, press **Feature** or # and select the speed dial between 80 and 89.
   - To dial a system speed dial, press **Feature** or # and select a speed dial between 600 to 699.
4. You will hear the call progress. You can continue the call handsfree or switch to using the handset by lifting it.

2.1.3 Redial

Using Last Number Redial

1. Lift the handset.
2. Press **Feature 5**.

2.1.4 Making Page or Direct Calls

You can make calls that are automatically answered if the extension or extensions called support auto answer. There are two methods: page calls and direct voice calls, however the method for making both types of call is much the same.

To Make a Direct Voice Call

For a call to an individual extension, putting ***** in front of the extension number of the user being called makes the call a direct voice call. If supported by the phone being called, the call is automatically answered after the called users hears 3 beeps.

Unlike a page call, the called user can also speak without having to take any further action is their phone has a handsfree microphone. Otherwise they need to pickup the handset to be heard.

If the user called is already on a call when you attempt a direct voice call to them, you call is turned into a normal waiting call.

1. If already on a call, end the call (by pressing **Release**) or put it on hold (by pressing **Hold**).
2. Dial * and then the extension number of the user.
   - If the user's phone is idle and supports auto answer, you can speak and be heard by them immediately. You can also hear them.
   - If you hearing ringing, then either the user called already has another call in progress or has a phone that does not support answer.

To Make a Page Call

For a call to a group of extensions, putting a * in front of the extension number of the group being called make the call a page call. The group type is ignored, instead, all users who are members of the group, have phones that support auto answer and are currently not on another call, hear a single beep and can then hear you. However, you cannot hear the group members.

One of users being paged can answer the page if they want to. That turns the page call into a normal call between just you and the answering user.

2. If already on a call, end the call (by pressing **Release**) or put it on hold (by pressing **Hold**).

2. Dial * and then the extension number of the group.

To Page the Loudspeaker Device

The telephone system can include a connection to a loudspeaker paging device. To page this device make a normal internal call to the extension number 70. If you make an internal call to *70, you will page both the loudspeaker device and the available users in the calling group 71.

2.2 Answering Calls

You can answer telephone calls that are ringing your extension or at another extension. If you regularly pick up calls for a specific extension you can program a call pickup 36 button for that specified extension.

1. If already on a call, end the call (by pressing **Release**) or put it on hold 19 (by pressing **Hold**).
2. If you pick up the handset you are connected to the incoming call. To answer a call alerting on a specific line, press that button.

2.2.1 Answering a Page Call

There are two type of calls which your phone will automatically answer the call so that you automatically hear the caller. This will only happen if your phone is currently idle, ie. not on another call.

Three Beeps

A call connected automatically after three beeps is a direct voice call to your extension only. The call is connected and answered automatically. You can speak to the caller without taking any further action.

Single Beep

A call connected automatically after a single beep is a page call a group of which your phone is a member. You can hear the caller but they cannot hear you.

To answer the call, turning it into a normal call between just you and the caller, press **Feature 3**.

2.2.2 Call Pickup

If you hear another phone ringing, there are a number of ways that you can answer the call if you know the user, group or line being called.

1. If already on a call, end the call (by pressing **Release**) or put it on hold 19 (by pressing **Hold**).
2. Press an idle **Intercom** or **Call Appearance** button.
   - **To pickup a call ringing at a particular extension:**
     Dial **6** followed by the extension number at which the call is ringing or parked.
   - **To pickup the longest waiting call in a pickup group:**
     Dial **66** followed by the pickup group number (1 to 4).
   - **To pickup the call ringing on a particular line:**
     Dial **68** followed by the two digit line number.
3. You can continue the call handsfree or switch to using the handset by lifting it.

2.3 Speed Dialing

There are a number of ways that you can dial a stored number.

2.3.1 Personal Speed Dials

You can create up to 20 personal speed dial codes, 80 to 99, to store frequently dialed numbers. The numbers can be quickly dialed by pressing **Feature** and the two-digit code for that personal speed dial.

The personal speed dial numbers programmed for a particular extension can only be used at that extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- Personal speed dials do not override any dialing restrictions that apply to an extension.

To Use a Personal Speed Dial

1. If already on a call, end the call (by pressing **Release**) or put it on hold 19 (by pressing **Hold**).
2. Press **Feature *4** or # and dial the two digit personal speed dial code between 80 and 99.
3. The stored number is dialed.

To Edit Your Personal Speed Dials

Your cannot edit your personal speed dials directly. You need to ask your system administrator to do this for you.

2.3.2 System Speed Dials

The system administrator can program up to 100 frequently used number as system speed dial numbers 600 to 699. Any user in the system can use a system speed dial by pressing **Feature** and dialing the three digit code of the system speed dial required.

- Except in special cases which the system administrator can configure, system speed dials do not override any dialing restrictions that apply to an extension.

To Use a System Speed Dial

1. If already on a call, end the call (by pressing **Release**) or put it on hold 19 (by pressing **Hold**).
2. Press **Feature 0** and then dial three digit system speed dial code between 600 and 699. Alternatively dial # and then the dial three digit system speed dial code.
3. The stored number is dialed.

2.4 Adjusting the Volume

While the phone is connected to a call you can adjust the volume. The volume that gets adjusted will depend on whether you are using the handset or speakerphone at the time you use this process.

1. With the call connected, press the and minus keys to adjust the volume.

2.5 Mute

While on a call, you can temporarily turn off the microphone so that the caller cannot hear you. You however will still be able to hear the caller.

1. To activate mute, press the **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the key again.

2.6 Holding Calls

When you put a call on hold, you can make and receive other calls. However, if a call is left on hold for to long, by default 15 seconds, it will automatically alert your phone again if you are not on another call.

To Put a Call on Hold

1. During the call, either press the **HOLD** button or press the button on which the call is taking place. The indicator next to the button will change to fast flashing icon to show there is a call on hold.

To Return to a Call Put on Hold

1. If already on a call, end the call (by pressing **Release**) or put it on hold 19 (by pressing **Hold**).
2. Press the button next to the fast flashing icon. You are connected to the call. The icon changes to a steady icon.

2.7 Parking Calls

Use this feature to place a call on a special type of hold where it can be retrieved from any extension in the system.

- You should park only one call at a time to ensure that you know which caller you are talking to when you retrieve the parked call.
- If you frequently park calls, program your extension number on an Auto Dial button, so you can park a call simply by pressing that button during the park process.

To Park a Call

1. While on a call, press **Feature 70** and and dial your own extension number.
2. Replace the handset or press **Release**. If the call is not picked up within three minutes, it rings back at your extension.

To Retrieve a Parked Call

1. Press an **Intercom** or **Call Appearance** button and then **6** followed by the extension number of the extension that parked the call.

2.8 Transferring Calls

You can transfer a call to another extension.

1. During the call, press **Feature 70**. The call is put on hold.
2. Make a call to the transfer destination. Then do one of the following:
   - To transfer the call without announcing it (an unsupervised or blind transfer) hang up or dial **Feature 70** again. You can do this as soon as you hear ringing. The transfer is complete. If the call is not answered it will be returned to your extension. When your extension rings, lift the handset to be reconnected to the caller.
   - To announce the call before completing the transfer (a supervised transfer), wait for the call to be answered. If the called party is willing to accept the call hang up or dial **Feature 70** again. If no one answers or the call is refused, press the button next to the fast flashing button to be reconnected to the original caller.

2.8.1 Voice Mailbox Transfer

You can transfer a caller to directly to an extension's voice mailbox for the caller to leave a message without first ringing the extension. This feature is useful when you know that the extension user is not present and has not set do not disturb.

You can program a voice mailbox transfer button to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number.

To Transfer a Caller Direct to a Mailbox

1. During the call press **Feature 14**.
2. Dial the two digit extension number of the extension for which the caller wants to leave a message. The caller is routed to the mailbox and hears the recorded greeting for that mailbox.
3. Hang up.

2.9 Conferencing Calls

The conference feature allows you to conference other parties (including yourself) into a call. The system supports multiple conferences of up to 64 parties in total, including up to 2 external analog trunk in each conference.

To Create a Conference Call

1. While active on a call, press **Feature 3**. The first party is now on hold.
2. When you hear dial tone, dial the telephone number of the second party.
3. When the call is answered press **Feature 3** again to add the second party to the call. All parties hear a single beep to indicate that they are in a conference call.
4. You can now speak to the first and second parties.
5. Repeat the steps above to add more parties.

To Hold a Conference Call

If you need to answer or make another call during a conference, you can hold 19 in the same way as for normal calls. When you put a conference call on hold, the other parties can still talk to each other.

- **! WARNING**
  Only hold a conference that you know is taking place on your own telephone system. If you hold a conference that you have joined on another telephone system, that conference will hear hold music.

1. Press the **HOLD** button. The button icon will change to a fast flash.
2. To re-join the conference call, press the button.

To Drop Yourself

1. Press **Release** twice.

To Drop Other Parties

1. Press **Release**.
2. The details of the parties in the conference are displayed. Your own details are always displayed first.
3. Press * to cycle through the details of the conference parties.
4. When the party you want to drop is displayed **#** (or press **Release**).
5. Wait a few seconds for the display to return to normal.

2.10 Using Handsfree

Your phone has a handsfree speaker and microphone. These allow you to make and answer calls handsfree.

- You can make a handsfree call by simply dialing without lifting the handset. You can hear the call progress and when answered, either continue handsfree or lift the handset.
- The speaker allows the phone to receive page calls. You can hear the page without needing to take any action. However, you cannot answer the page.
- The speaker allows the phone to auto answer direct voice calls. You can hear the caller and they can hear you without you needing to take any action. The same applies for call from other users if you have internal auto-answer set on the phone.
    - Pressing the **Handsfree** button answers a call handsfree.
    - The key can also pressed to turn a call already answered using the handset or headset into a handsfree call.
    - If there are no currently connected call to which you are talking, a call answered by pressing its appearance button is connected as handsfree.
    - If you are not currently connected to a call:
        - If the handset is off-hook, answering a call by pressing the alerting appearance button answers the call using the handset.
        - If the handset is on-hook, answering a call by pressing the alerting appearance button answers the call using the speaker or headset if one is connected, depending on which of the two modes was last used on a call.
    - If there is already a connected call to which you are talking handsfree, answering another call by pressing the appearance button will answer that call handsfree.

Note

Room acoustics and background noise can affect the proper operation of the speakerphone. To ensure that your speakerphone works effectively, follow these guidelines:

- Avoid placing your telephone in areas with high background noise caused by sources such as motor vehicles, manufacturing equipment, loud voices, radios, printers, copiers, typewriters, other noisy office equipment or heater and air conditioning fans.
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person’s voice comes through.
- Do not use your speaker to make announcements over a loudspeaker paging system connected to your telephone system.
- When talking, always face your telephone and stay within two feet of it.
- Place your telephone at least six inches (15 cm) away from the edge of your desk.
- If you have difficulty hearing the other party, try increasing the speaker volume. If you have background noise, try turning off the microphone when the party at the other end is speaking and turning it on when you speak. If the difficulty persists, lift your handset to continue the conversation.
- In conference rooms, a separate speakerphone is recommended, since the built-in speaker on a system telephone is designed for individual use.

2.11 Using a Headset

Your phone has a headset socket located under the phone.

- Pressing the **HEADSET** key answers a call using the headset.
- The key is lit when there is a call connected through the headset.
- The key can also pressed to turn a call already answered using the handset or handsfree into a headset call.
- If you are not currently connected to a call:
  - If the handset is off-hook, answering a call be pressing the alerting appearance button answers the call using the handset.
  - If the handset is on-hook, answering a call be pressing the alerting appearance button answers the call using the speaker or headset if one is connected, depending on which of the two modes was last used on a call.
- If there is already a connected call to which you are talking through the headset, answering another call by pressing the appearance button will answer that call using the headset.

2.12 Joining Calls

Joining is adding yourself to a call in progress.

- **You cannot:**
  - Join an internal call or a conference call at another extension.
  - Join a call at any extension where the extension user has privacy enabled.
  - Put a joined call on hold.
- **You can:**
  - Tell when someone has joined your call when you hear a single beep.
  - Use privacy to allow or prevent others from joining your calls.
  - Join a call that is being answered by the voice messaging system. When you join the call, the voice messaging system disconnects automatically so you can speak to the caller.
  - Dial **68** <*Line Number*>to join a call on that line if a line is not assigned to a button on your extension.

To Join a Call

A steady icon next to a line button indicates that a call is in progress on that line.

1. If already on a call, end the call (by pressing **Release**) or put it on hold 19 (by pressing **Hold**).
2. Press an **Intercom** or **Call Appearance** button and dial **68** followed by the two-digit line number. Alternatively, if you have a button for that line, press the line button and lift the handset.
3. You are now joined with the call. All parties on the call hear a single beep.

Chapter 3.
Other Features

3. Other Features

3.1 Forwarding Calls

All external, internal and transferred calls directed to your extension can be diverted to a different internal extension number. You can enter the destination extension telephone number and select when calls are redirected using a programmed button.

Before you can automatically forward calls you need to assign the feature to a button with lights. The button can then be used to turn call forwarding on and off as required.

- Selected users may also be able to do remote call forwarding where they forward their calls to an external number. If that is the case, consult your system administrator, you can use your personal speed dials 18 as the forwarding destination.
- You receive a slow interrupted intercom dialling tone when call forwarding is active.

To Manually Set Forwarding

1. Press **Feature 4**.
2. Enter the number to which you want to forward calls.

- To finish, end the call or press the **Release** button.

To Manually Cancel Forwarding

1. Press **Feature #4**.

- Alternatively, use the same process as setting a forward and enter you own extension number as the destination.
- To finish, end the call or press the **Release** button.

3.2 Call Coverage

Call coverage is used to redirect all intercom, transferred, DID and outside calls on lines assigned to you to another extension. When call coverage is in use, covered calls are routed to the covering extension after a specified number of rings set by the system administrator.

- Group calls, forwarded calls, transfer-return calls and calls to doorphone alert extensions are not covered.
- A single extension can cover multiple extensions, however an extension can have only one covering extension.
- If you activate call coverage at your extension, for calls on a line appearance button, you still can intercept a call rerouted to coverage by pressing the button.
- You can program call coverage on a programmable button. Use a button with lights if you want a visual indication when your calls are being covered. When the button indicator is on, your calls are being covered; when off, call coverage is not active.
- If both call coverage and do not disturb are on, covered calls go immediately to the covering extension without ringing the covered extension. Similarly, if call coverage is on and a call begins to ring, you can turn on Do Not Disturb 27 to send that call immediately for coverage.
- If an extension has call coverage and VMS Cover 31 active, calls ring at the covering extension.
  - If the covering extension does not answer, the call is routed to the voice mailbox of the covered extension after the specified number of VMS Cover Rings. If the covering extension has Do Not Disturb 27 active, the call is routed immediately to voicemail.
- If an extension has call coverage active without voice mail coverage, covered calls ring at the covering extension for the specified number of call coverage rings. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.
- For transferred calls, if the covering extension does not answer, the call goes to the transfer return extension after the specified number of Transfer Return Rings (if VMS cover is not active).
- Call forwarding override call coverage. If an extension has call coverage and call forwarding active, calls are routed to the call forwarding destination extension.

To Enable Call Coverage

1. Press **Feature 932**. Dial the extension number of the covering extension.

- To finish, end the call or press the **Release** button.

To Remove Call Coverage

1. Press **Feature 932**. Dial your own extension number.

- To finish, end the call or press the **Release** button.

3.3 Locking Your Extension

You can use the lock feature to prevent unauthorized people from making outside calls from your extension while you are away from the extension. The user of the first extension on the system can unlock extensions without needing to know the code used to lock the phone. They can do this using **Feature 22**.

To Lock Your Extension

1. Press **Feature 936**.
2. Dial a four digit code using the 0 to 9 numbers .
3. Redial the four digit code.

To Unlock Your Extension

1. Press **Feature 936**.
2. Dial the four digit code you used to lock the extension.

3.4 Account Codes

An account code is typically used to identify a department, project, or client for charge-back or tracking purposes. An account code can be either forced or optional. When an extension is set up with the forced account code feature, the user must enter an account code before they can dial outside calls

To Manually Enter an Account Code

1. After lifting the handset (or while already active on an outside call), press **Feature** and dial **900**.
2. Enter an account code by dialing the account code using the telephone's dial pad.
3. Press **#**.
4. Continue with the call.

3.5 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights may still flash). You can still use the extension to make calls and to answer calls using line appearance buttons.

- You need to program a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.
- Use Do Not Disturb when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use Do Not Disturb if you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when Do Not Disturb is not needed, turn it off.
- Unanswered calls that are transferred from an extension with Do Not Disturb active, ring at that extension if they transfer return.
- Users with VMS Cover 31 turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.
- Users with Call Coverage 26 turned on can activate Do Not Disturb to send all calls immediately to the covering extension.
- You receive a slow interrupted intercom dialling tone when Do Not Disturb is active.

To Manually Switch Do Not Disturb On/Off

1. Dial **Feature 85**.

Chapter 4.
Using Voicemail

4. Using Voicemail

The telephone system includes embedded voicemail and each extension on the system has a voicemail mailbox by default. The message lamp on your phone is lit when you have new messages in your mailbox.

Except for special cases, for example the extensions connected to the fax machine and loudspeaker, the mailboxes are used when the extension has calls it does not answer within a set time (by default 15 seconds though this can be adjusted for each extension by the system administrator).

Your system administrator can also configure other methods of access including access to your mailbox from other phones.

- **Embedded Voicemail User Guide**
  The embedded voicemail system can operate two different ways, each of which uses different key presses once you have logged in to a mailbox. The modes are Intuity emulation mailbox mode and IP Office mailbox mode. Your system administrator will inform you which mode your system is using and provide the appropriate embedded voicemail user guide for that mode.

Accessing Your Mailbox

1. Press an idle intercom or call appearance button and dial **777**.
   - To access your mailbox from another extension, dial **778** and enter your own extension number when asked which mailbox you want to access.
2. If your mailbox has an access code set, you will be prompted to enter it. Enter your access code and press #.
3. You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.

IMPORTANT
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** while listening to the message.

4.1 Voicemail Coverage On/Off

Calls to your extension can be rerouted to your voicemail mailbox if you do not answer the call within a set number of rings, the default being 3 rings. This is called VMS Cover. The number of rings used for your extension is set by your system administrator.

- If an extension has Call Coverage 26 and VMS Cover active, a covered calls ring at the covered extension for the specified number of Call Coverage Rings. It will then start ringing the covering extension. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. The count of VMS cover rings starts when the covered extension initially begins to ring. If the covering extension has Do Not Disturb 27 active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate Do Not Disturb 27 to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use forwarding to send messages to your mailbox.

Chapter 5.
Phone Settings

5. Phone Settings

5.1 Naming Your Extension

A name can be assigned to your extension, up to 20 characters long. The name is displayed on the other extensions when you make or receive calls.

You cannot change the extension name yourself. If you need to change the extension name contact your system administrator.

5.2 Contrast

You can change the contrast on the phone display.

1. Press **Feature *7**.
2. Use the number keys to select the required contrast. Alternatively, use the and buttons to change the contrast.
3. The function will automatically cancel after a 5 seconds.

5.3 Ringer Volume

You can change the ringer volume using the following process. You can also adjust the volume while a call is ringing your phone.

1. Press **Feature *80**. The phone will start a continuous ring.
2. Use the soft and loud volume buttons to change the volume to the level required.
3. The function will automatically cancel after a 5 seconds.

5.4 Button Programming

Your phone has a number of programmable buttons. In addition to any **Intercom**, **Call Appearance** or **Line Appearance** buttons already assigned to the buttons, your system administrator can assign functions to the programmable buttons.

The following are the functions that can be assigned to the programmable buttons. These are in addition to any **Intercom** , **Call Appearance** and **Line Appearance** button assigned by the system and your system administrator.

- **Absence Message:** *Feature 931*
  This function allows you to set or clear an absent message for display on you phone. When set, the absent message is also displayed on other extensions when they call the user.
- **Account Code Entry** 27**:** *Feature 900*
  This function allows you to enter an account code prior to making a call or during a call.
- **Active Line Pickup:** *Button 01, 68*
  This function allows you to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.
- **Auto Dial - Intercom:** *Button 01, <Extension Number>*
  This function allows you to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.
- **Auto Dial - Other:** *Button 02, <number>*
  This function allows you to make a call using a number stored with the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.
- **Call Coverage** 26**:** *Feature 932*
  This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension.
- **Call Log:** *Feature 812*
  This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator.
- **Call Forwarding** 26**:** *Feature 4*
  This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination.
- **Call Pickup:** 16 *Button 01, 6, <Extension Number>*
  This function allows you to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.

- **Call Screening:** *This button function can only be set by your system administrator.*
  This function allows you to switch call screening on or off. When on, if your phone is idle, when a call rings it and then goes to voicemail you will hear the caller through the phone's handsfree speaker. You can choose to ignore the call (press the **Release** key) or to answer it (lift the handset).
- **Caller ID Inspect:** *Feature 811*
  This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected.
- **Caller Name Display:** *Feature 933*
  This function allows you to swap the display of caller ID name and number information on the phone.
- **Calling Group:** *Button 01, 71 to 74*
  This function allows you to call the calling group represented by the button. Putting a * in front of the group number allows you to page the group instead.
- **Conference Drop** 21**:** *Feature 934*
  This function allows you to select and drop a call from a conference.
- **Contact Closure 1:** *Feature 9*41*
  This function you to operate the system's contact closure 1 connection which might, for example, be connected to a door control. To use this, you must be a member of the system's contact closure group.
- **Contact Closure 2:** *Feature 9*42*
  This function you to operate the system's contact closure 2 connection. To use this, you must be a member of the system's contact closure group.
- **Do Not Disturb** 27**:** *Feature 85*
  This function allows you to switch do not disturb on or off.
- **Hot Dial:** *Feature 935*
  This function allows you to dial a stored number without first going off hook or pressing the **SPEAKER** button.
- **Hunt Group:** *Button 01, 771 to 776*
  This function allows you to call the hunt group represented by the button. Put * in front of the group number in order to page the group instead of calling it.
- **Idle Line Pickup:** *Button 01, 8*
  This function allows you to seize a line if that line is idle. You can use this to access a line for which you do not have a line appearance button available on your phone.
- **Last Number Redial** 14**:** *Feature 5*
  This function allows you to redial the last external number dialed.
- **Loudspeaker Paging** 14**:** *Button 01, 70*
  This function allows you to make a page call to the extension configured as being connected to the loudspeaker equipment.
- **Message Alert Notification:** *Feature 938*
  This function allows you to see the current state of other user's message waiting lamps. It is used in conjunction with other users for which you have **Auto Dial - Intercom** buttons.
- **Night Service Button: #503**
  A night service button is used to switch night service on/off.
- **Pickup Group:** 16 *Button 01, 661 to 664*
  This function allows you to answer a call being presented to any extension that is a member of the pickup group (1 to 4) configured for the button.
- **Privacy** 23**:** *Feature 83*
  This function allows you to turn privacy on or off. When on, other extensions are not able to bridge into your calls.
- **Recall:** *Feature 71*
  This function allows you to send a recall or hook flash signal.
- **Saved Number Redial:** *Feature 67*
  This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.
- **Simultaneous Page** 14**:** *Button 01, *70*
  This function allows you to make a page call to both the loudspeaker extension and the extensions in first calling group, 71.
- **Station Lock** 27**:** *Feature 936*
  This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.
- **Station Unlock** 27**:** *Feature 937*
  This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension.

- **VMS Cover** 31**:** *Feature 984*
  This function allows the you to switch use of voicemail coverage for your extension on or off.
- **VMS Mailbox Transfer** 20**:** *Feature 986*
  This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required.
- **Wake Up Service:** *F#115*
  A Wake Up Service button can be assigned for the first extension on the system. Using this button, the extension user can set wake up calls within the next 24-hours period for any other extension.
- **Voicemail Collect:** *Button 01, 777*
  Access your mailbox. If the button has an indicator, it is lit when you have any new voicemail messages.

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